

**Recap of July 8, 2004, Meeting  
Information Service Policy Committee  
1:00pm Room 106 County/City Building**

**Attendees:**

*Ken Kuszak, Randy Ober, Don Herz, Ray Stevens, Dave Kroeker, Doug Thomas*

**Administrative:**

**I.S. Remodeling;**

*The remodeling is done. There was one change order for the counter top in the kitchenette area. The contractor (Howell), we used was much cheaper than Woods, who has the contract for Building Commission projects with purchasing. Howell bid the remodel at \$87,000, which included the carpet. As I recall the original quote from Woods was about \$120,000 and didn't include the carpeting.*

**Ron's position;**

*We started interviews for Ron's replacement today. There was one interview before the meeting and one scheduled for this afternoon, the final one is scheduled for tomorrow. A decision should be made by next week. All applicants who made the certified list were long term I.S. employees.*

**InterLinc Cross Promotion Activities;**

*The press conference and ribbon cutting was this morning. There was a lady from Time Warner who made a nice speech. Terry said the media release about the Project Partners went well and the T.V. ad that Channel 10/11 did was very impressive. They are going to start running this ad on Monday. Time Warner also took a copy of the ad with them to run a similar one.*

**Networking:**

**Health, Trabert, Mental Health, F Street Fiber;**

*We do have fiber at the Health Department, Trabert and Mental Health. Mental Health is connected by fiber and we would like to consider moving their server to our location for improved security and convenience.*

**Lancaster Manor;**

*There was a County Commissioner who was upset because he felt that Lancaster Manor was not treated like everyone else when it came to fiber and that the Manor needed fiber. Ray told the Commissioners that Doug had an alternative for Lancaster Manor that would improve their throughput by 20 fold but still was not necessarily well received. Doug's solution is putting wireless equipment at the Manor which will cost \$3,000 versus \$20,000 to put Lancaster Manor on fiber. Of this \$20,000 about \$17,000 would be related to getting the manor's software up to date and network connection charges. Gwen feels that the server at the Manor should be relocated to IS based on some recommendations made by the HIPAA consultant. A wireless solution would satisfy the HIPAA requirements because it would be encrypted. Doug will put fiber there, he feels it will be the most underutilized fiber on the network but he will put it there if that is what the County truly wants. The director at the Manor does not necessarily embrace technology. He does not have email and has never been very interested in bringing internet capabilities to the Manor. He prefers the hands on face to face type of style which certainly has a place in a facility like he operates. Dave said that the Manor is a self-funded agency and generally, the County puts the expenses for the Manor in the Manor budget so should they be given the option if they want to pay the additional money to put the fiber in place. If the Manor is put on fiber, I.S. will charge them a port charge of around \$300 per PC per year. I.S. would actually fund the fiber installation out of it's budget via the Networking Cost Center. If they put the Manor server at I.S. to deal with the HIPAA, they will have to sign onto our network to get to it. At that time the existing network will certainly need to*

*be upgraded with either wireless or fiber facilities. Our thoughts are that we can do that rather quickly if the need arises since it requires no construction. However, the benefit to the Manor of having the server at I.S. is that they do not have to worry about back ups or disaster recovery and their daily runner would no longer need to bring the daily backup tape to I.S.. If the server is put at I.S. all the PC's would have to be on the network and that is \$300 or so per PC. Doug will send Ray a projection of what it would cost the Manor annually to be on fiber. There are several facilities not on fiber, Juvenile Detention Center has a wireless connection, not fiber at their facility. Election Commission is on a phone line. Parks Department does not have fiber and there are going to be in on wireless equipment. The Manor is not being treated differently. Doug will get together an estimate of their up front costs for licensing and then their annual charges. The Manor does it's own inventory but it is our impression that they still have many Pentium 100 machines that an employees husband or wife supports? If they came onto our network that would not be able to happen. Also, only City/County employees are connected to our network through fiber. Any PC's that are in agencies for public use, (ie Libraries, Recreation Centers, Aging Training Labs), are on Road Runner, DSL, or some type of connection similar to that.*

#### **Cedars;**

*I.S. did pay the cost of hooking up the Cedars location on North 27<sup>th</sup> so the County did not have to pay the \$4,000 for that wireless hardware.*

#### **F Street;**

*There was a little trouble getting F Street Rec. completed but they are on the fiber now. They are similar to the Manor in that they don't have too many PCs that need network attachment, but the reason we put fiber there was we were going right down the alley and this did involve work related to the Trabert Project. It only made sense to do it at the same time because it required a specific drop into the building that made sense to do as they were going down the alley. On the other hand the Manor is totally unrelated because that fiber would be installed in a conduit between Trabert and the Manor and would require no construction. In addition, unlike the Manor there are only a few machines at the whole F Street Facilities (3-4), so their annual costs will only go up by \$1,500/year instead of the \$17,000 that would be involved at the manor.*

#### **Health Department;**

*Since the Health Department now has fiber, we will connect the Health Department with a major hub and from the Health Department we will install wireless facilities to a number of locations. Agencies will then get to the Health Department via wireless and then jump on the fiber to get downtown to all the computer resources. They will become similar to what we have at K Street as far as being a "wireless hub". One agency would be the Parks Department and then we are going to do some wireless between two buildings at the Parks Department. The Parking Garages will hook to this and there is also a couple of Public Works Shops that they want to have tied into through this wireless link. We are looking at a possible wireless solution for the Health Department at 27<sup>th</sup> and Cornhusker Hwy, (managed care facility).*

*A 54meg wireless link that we are in the process of installing at the Health Department from downtown, will act as a redundant loop until we can get this loop closed (Mental Health/Trabert to the Health Department). In the event there was a fiber break out there, we would be able to get to them and them to us via the 54meg wireless link. This also benefits the Fire Department, if the break was between the Fire Department and the Hall of Justice, the Fire Department would get in through the fiber at Health and then the wireless link back to the network.*

#### **ADSL/Road Runner Testing;**

*We continue to do testing of the ADSL versus Road Runner lines at the Fire Department. John Huff is coming in on Friday to go through a testing plan because we are hearing everything from, "it is faster" "it is slower" "it is the same." We really need to come up with a strategy to truly test it in millisecond responses so we have some true data we can look at. Bob and Jeff strongly agree that the ADSL is faster than Road Runner and it is easier to navigate. Also, ADSL is more secure because the ADSL is our own private network through the phone company.*

### **ISP Services;**

*The contract for ISP services has gone to the Law Department. Alltel is giving us deeply discounted ADSL rates with 24x7 support. Even if the Fire Department decided to stay with Road Runner, we will move everyone else to the private ADSL. One tier is essentially a T1 rate download which speed is something like 256 upload and 1.5gig down, there is a middle one and another one that is 768 up and 1.5down. On the download, all three tiers are the T1 rates. The difference is that a regular T1 rate through the phone company is \$800 per month, the Road Runner is \$90 currently but they have talked to us about a \$75 rate per site. One big advantage to the ADSL is that all traffic stays local and does not traverse the internet anywhere. Also, the Tier 1 DSL, which is what we are testing at Elections, is only \$29 per month per site. We think this will be adequate at many of the locations. We were moving many people over to Road Runner and canceling all of our Alltel circuits which is when Alltel told us about the ADSL options. We told them we were switching to Road Runner because we could get connectivity that was faster and cheaper. Initially, ADSL was only 8-5 Monday thru Friday support and we said that will not work and we got them agree to 24x7 support at our public safety locations. These rates are not supposed to be common knowledge but the first time we award the contract or make a payment the rates become public record.*

### **Information Center:**

#### **TCP/IP;**

*About a year ago we had a problem with the servers, there is a module that the servers use to communicate with each other and Novell finally got this problem resolved. This issue has kept us from testing true TCP/IP networking between our servers. Tim is going to go ahead with this testing now. He is going to put it on our DUD server to try TCP/IP and see if it is working. Currently, we are using IPX and long term we need to be IP only. We need to get rid of the IPX because it is older technology and creates some networking and printing problems for us.*

#### **Printing Problems;**

*The recent printer problem were also related to a bug in Novell. If the tree name had three letters or fewer, Novell had a problem recognizing it and routing print. For the last two or three months, Tim has been converting the servers over to the newer release of Novell and has not had a problem, however, once he migrated the last server it required a new routing/recognition facility that needed to be patched. Since we still had one server with an older release on it that server was handling the print requests for the entire network. The weekend when he upgraded the remaining two servers with the older version of Novell is when we started having printing problems. They had a patch for this and we applied it to one server and things started getting back to normal. Basically, the newer version of Novell would not handle any IPX printing.*

### **Application Development:**

#### **Applicant Tracking;**

*Nick is real close on completing this. They are starting to work on the secured sign on. Once this is complete, we will work on the tired service for the Deeds documents and the Assessor records in general. This will allows us to pull off all of the Deeds images so that it is not accessible to the general public. Norm is not going to charge for access to the images but he is going to make everyone apply for a secured sign on and justify why you need access to the images.*

**County Assessor/Register of Deeds;**

*There was some discussion about what PC requirements will be with the Assessors/Deeds new computer system. Scott said he is going to rely on Doug's opinion that the 1 gig computers will work. When Doug was told what the requirements were, he told Scott that they had 1gig machines and Scott said but they are only Pentium 3's not Pentium 4's. Doug looked up the information and the smallest Pentium 4 made was a 1.3gig by Intel or AMD. The P4 technology is better than the P3 technology but Doug told Scott the main thing is the speed on the CPU. The information that Doug had received from the vendor recommended 15 PC's and they were all 2.2, which was probably what was current at the time. The Assessor/Deeds has 48 employees and 63 PC's but not all of these will be deployed in one year. Deeds just purchased several new pc's and a new laser jet. The system will probably not run well on the 233's but it should run okay on the 1gigs. Doug recommends that they keep the 1gig machines. We have loaded XP on 500 gig machines so we should be able to load them on the 1 gigs without a problem. The 733's in their office we could redeploy at another location. Scott does have vendor documentation that states it needs bigger machines to run the application.*

*Orion is the Assessor's system and Eagle is the system for the Deeds. The specifications that Scott is using is for the Eagle System. The cost for the Eagle System is very expensive. The Board approved the dollars that included Eagle. Dave thinks this should go back to the Board before the Eagle System is started. Dave thought that the Assessor told the Board we may have I.S. evaluate the Deeds System. I.S. wrote the original Deeds System for about \$50,000 and the Eagle System is \$300,000 and functionally they are the same. The distinction would be the integration would be tighter than what we would put in.*

*Corey Steele needs something that will handle CJIS. Dave talked to Kit and he does not need a new one so Ken will probably set him up with a 500 that he has on hand. He will probably need email. Gary Lacey has several new laptops and PC's that will be installed there soon so if he has a big enough one they could give it to Corey one of those too? If you are at a counter or a small cube, the flat screens are good. They are good space savers but cost quite a bit more, they are over \$400.*

*Corey needs a machine soon but he does not need a top of a line. I.S. does charge to install it. He wants Microsoft Office Pro that is \$300. It will probably come out to about \$600 with the software and installation. Ken will give them the PC. Depending on what is approved for the Assessor's Office one of those PC's could potentially be used?*

**PeopleSoft;**

*There is an issue over the word "Deliverable" versus "Objectives" in the contract. To Dave there is a big difference between the meaning of these words. The way Christi explained it depends on their description of what "Deliverables" are and then the question is how are they going to describe "Objectives." Dave said what happened is the PeopleSoft people must not have agreed with how the JDE people worded the contract, the Board signed the contract, PeopleSoft sat on it and about three months later they came back and said they have a problem with the word "Deliverables" and they want to change it to "Objectives." Dave would hate to see the project stop but the County is not paying them any money until this issue is resolved. Dave has a bill that he is not paying until the contract is signed. They sent Christi another contract and said they changed the wording. Christi looked at the new contract and said there was a problem, the first contract was 20 pages, and the new contract is seven pages. Christi told them to make the changes, they sign it and then we will look at it and if we like it we will sign it and if not they will keep making the changes. The deployment server came in last Friday and Bob is working on getting it installed. The County has a license to the software but they may have to find another installer and it would not be hard to find a third party to install it.*

**CMHC;**

*We have a drop dead date of July 17, 2004 with CMHC. They are supposed to bring a bunch of stuff to town on that date and it is all supposed to work? Doug is not very optimistic about them pulling this all together. We have tentative approval from the City Attorney that if the software does not work we can sue them and try to recover \$400,000 that has been paid. The Health Department used part of their software for about 6 weeks and found bugs in it so we had to convert the data back to our system again. If this software from CMHC does not work, the Health Department is going to want I.S. to jump on getting a system put together for them so all of the systems that are currently in the budget could be impacted.*

**County Attorney/Public Defender;**

*At this time this project is sitting on Mark's desk. We have the sign-off's from the County Attorney and Public Defender and we do have the money for an FTE in the budget for this project in 04/05.*

**Ticket System;**

*Mark, Dorothy and Jim Jambor are currently working on this system.*

**Fire System Rewrite;**

*We continue to work on this system. We still have a hard time getting Zoll Technologies to work on the interfaces. It does not impact the billing but it does impact incident reporting. There has been no progress in about 6 or 8 weeks. We are going to talk with John Huff to see if he wants to get involved with the people in Denver to make this more of a priority for them.*

**General Assistance;**

*There were some changes that Scott made a long time ago but the State did not want him to put them into production because it would take them more time to enter the data but you would have been able to track them better. In addition, there were a handful of smaller changes that were put into production on July 6<sup>th</sup>. We promised Kathy Cook an estimate for a full rewrite of GA, (because this is what they want), in October. Before, the State looked at this as extra work and now they are looking at it as a system that will keep track of stuff. In talking with Mark and Scott, the system started out being written for one purpose and has just been modified to fit a number of different uses. Scott said it would be easier to start over from scratch instead of changing this to make it fit. Gary is just getting started, he is getting phone calls on it. Randy removed authorization for all of the State people, there were about 10 or so. Randy did see some violations where people tried to log in with their ID's yesterday. We let Customer Service people know so if anyone called they could be handled properly.*

**Tech Support:**

*Utilizations are all pretty good. The County AS/400 is getting the web server installed now. This is the piece that we want to run to keep us from buying two PC servers. Jeff is installing this now and we have to customize it and then we should be ready for the PeopleSoft guys to come in and install the software. The next date is July 26<sup>th</sup>. Jim was trying to get them to stick to the 19<sup>th</sup> because that was the original plan date. The deployment server is in and will probably be ready by early next week.*

**Misc.**

*Don asked if UNL had a WiFi network and Doug is going to check on this because he does not know for sure but thinks they probably do not in the outside areas. Don has heard some discussion about a citywide WiFi network and asked Doug if it would be something he would be interested in being a part of it. Spokane deployed one in their downtown area. If we were going to do public access, Doug would say to do it with Time Warner but keep it separate and distinct from our network. We*

*could help maintain it as a separate network. Doug will check to see what the University has. Some say it is a big help to economic development. Starbucks Coffee allows free access and Cornhusker Hotel advertises free access.*

**Next Meeting:**

*August 12, 2004*